

**AGENDA PACKET
AC TRANSIT
ACCESSIBILITY ADVISORY COMMITTEE (AAC)
REGULAR MEETING
TUESDAY, SEPTEMBER 9, 2014
1:00 P.M.**

INDEX OF ATTACHMENTS

1. **Minutes from June 10, 2014**
2. **Draft Letter to the Board Regarding Gillig Buses**
3. **Letter to AC Transit Board of Directors, November 16, 2012**
4. **Review of Denver RTD Alternative Seating Analysis**
5. **Quarterly ADA Complaints**
6. **Lift/Ramp Road Call Report**
7. **MCI Fleet Lift Report**
8. **Wheelchair Lift Cycling Report – MCI (6000 Series)**

**MEETING LOCATION
AC TRANSIT
1600 Franklin Street, 2nd Floor
1:00 P.M.
Oakland, California 94612**

**For additional information about the Accessibility Advisory Committee
contact Tammy Kylo, Secretary to the Committee, at 510-891-7175**

AGENDA
ACCESSIBILITY ADVISORY COMMITTEE (AAC)
AC TRANSIT
1600 FRANKLIN STREET, OAKLAND, CA 94612
1:00 P.M., TUESDAY, SEPTEMBER 9, 2014
REGULAR MEETING

AAC MEMBERS:

JANET ABELSON

SHIRLEY CRESSEY

STEVE FORT

JIM GONSALVES

DON QUEEN

WILL SCOTT

MARINA VILLENA

SCOTT BLANKS, CHAIR

PAMELA FADEM

PATRICK FORTE

YULI JACOBSON

JAMES ROBSON

DEBORAH TAYLOR

HALE ZUKAS, VICE CHAIR

1. Roll Call and Introduction of Staff Members and Guests
2. Order of Agenda
3. Approval of Minutes for June 10, 2014 [Attachment 1]
4. Discussion of AAC Involvement in Driver Training (Michael Flocchini)
5. Discussion of Accessibility Concerns RE: Gillig Buses (Stuart Hoffman) [Attachments 2 & 3]
6. Review of Denver RTD Alternative Seating Analysis [Attachment 4]
7. Review of Quarterly ADA Complaints [Attachment 5]
8. Chair's Report
9. Board Liaison Report (Director Peeples)
10. Review of Lift/Ramp Road Call Report [Attachment 6]
11. Review of MCI Fleet Lift Report and Wheelchair Lift Cycling Report–MCI (6000 Series) [Attachments 7 & 8]
12. Service Review Advisory Committee (SRAC) Report (Janet Abelson)
13. ACTC PAPCO Report (Hale Zukas)
14. Public Comments
15. Member Communications and Announcements
16. Staff Communications and Announcements
17. Set Next Agenda & Meeting Date
18. Adjournment

ATTACHMENTS:

Meeting Minutes: June 10, 2014	[Attachment 1]
Draft Letter to the Board Regarding Gillig Buses	[Attachment 2]
Letter to AC Transit Board of Directors, November 16, 2012	[Attachment 3]
Review of Denver RTD Alternative Seating Analysis	[Attachment 4]
Quarterly ADA Complaints	[Attachment 5]
Lift/Ramp Road Call Report	[Attachment 6]
MCI Fleet Lift Report	[Attachment 7]
Wheelchair Lift Cycling Report	[Attachment 8]

Staff to the Accessibility Advisory Committee:

Mallory Nestor-Brush, Accessible Services Manager	(510) 891-7213
Kim Ridgeway, Accessible Services Specialist	(510) 891-7261
Tammy Kylo, Administrative Coordinator	(510) 891-7175

ALTERNATIVE FORMATS: AC Transit will provide written agenda materials in appropriate alternative formats, or disability-related modification or accommodation, including auxiliary aids or services, to enable individuals with disabilities to participate in public meetings. Please send a written request, including your name, mailing address, phone number and brief description of the requested materials and preferred alternative format or auxiliary aid or service to Linda Nemeroff, District Secretary, AC Transit, 1600 Franklin Street, Oakland, CA 94612. Written requests will be honored for the calendar year in which the request was made, but must be renewed after January 1 for the next calendar year with the same information listed above.

SIGN LANGUAGE INTERPRETER: A sign language interpreter will gladly be provided for persons with a hearing impairment. If an interpreter is needed for a specific meeting, please call (510) 891-7175 at least **five days** prior to the meeting.

NO SCENTED PRODUCTS: Please refrain from wearing scented products at the meeting, as there may be persons present with environmental illnesses.

PUBLIC SPEAKERS: Speakers wishing to address subjects not listed on this agenda will be invited to address the committee under the “public comments” section of the agenda. Speakers who wish to address a specific agenda item will be invited to address the committee at the time the item is being considered. Time limitations: Individuals addressing the committee should limit their comments to three (3) minutes.

**ATTACHMENT 1
DRAFT MINUTES
REGULAR MEETING OF THE AC TRANSIT
ACCESSIBILITY ADVISORY COMMITTEE (AAC)
JUNE 10, 2014**

The meeting came to order at 1:16 p.m.

1. Roll Call and Introduction of Guests

AAC members present:

Janet Abelson	Scott Blanks, Chair
Shirley Cressey	Pam Fadem
Steve Fort	Yuli Jacobson
Don Queen	James Robson
Will Scott	Marina Villena
Hale Zukas, Vice Chair	

AAC members absent:

Patrick Forte (excused)	Jim Gonsalves (excused)
Deborah Taylor	

Staff: Mallory Nestor-Brush, Accessible Services Manager
Tammy Kylo, Administrative Coordinator
H.E. Christian Peeples, Board of Directors
Victoria Wake, Marketing and Community Relations Manager

Guests: None

2. Order of Agenda

The order of the agenda was approved.

3. Approval of Minutes

MOTION: Fadem/Villena approved the May 13, 2014 AAC meeting minutes. The motion carried by the following vote:

AYES:8: Abelson, Blanks, Cressey, Fadem, Fort, Robson, Villena, Zukas

ABSTENSIONS:3: Jacobson, Queen, Scott

ABSENT:3: Forte, Gonsalves, Taylor

4. Review of Fare Changes

Victoria Wake, Marketing and Community Relations Manager, reported on the fare policy going into effect on July 1, 2014. This policy was adopted by the AC Transit Board of Directors during the December 2013 meeting, following more than a year of development and public input. It's designed to speed up the boarding process, help keep buses on

schedule, provide greater convenience and value for customers, and encourage more customers to switch to Clipper.

Some basics of the new policy include:

- Cash fares will stay the same (with new local discounts on Clipper)
- Local bus-to-bus transfers will be eliminated (meaning customers will pay full fare on each boarding or buy a Day Pass)
- The new Day Pass will give customers unlimited local rides all day
- The price of the Local Adult 31-Day Pass will be reduced

In preparation of the fare change, AC Transit has done the following to inform the community:

- Outreach – Community meetings, In-person outreach in downtown Oakland between June 25 and July 11
- Advertising and Videos
- Fare change brochures on buses
- Social Media and Text Messaging

Victoria has asked AAC members to help communicate the fare changes to friends and the community by handing out some Fare Change brochures.

5. Chair's Report

None.

6. Board Liaison Report

Director Peoples reported on the following items:

- May 28, 2014 Board of Directors Meeting agenda items included:
 - Reviewed the budget.
 - 65% design of BRT.
- The June 11, 2014 Board of Directors Meeting agenda items will include:
 - Hold Public Hearing on and Adopt Title VI Policies.
 - Transit service agreement with the City of Oakland for operation of the Broadway Shuttle.
 - Emeryville Berkeley Oakland Transit Study (EBOTS). EBOTS is a study for improving transit access within the West Oakland-Emeryville-Berkeley area. The study is being managed by the City of Emeryville, working with the Cities of Berkeley and Oakland, AC Transit, BART, Capitol Corridor, Emeryville Transportation Management Association [ETMA--sponsors of Emery Go Round], and other transit-related entities.

7. Discussion of Gillig Coaches and Boarding Wheelchairs

The AAC discussed the Gillig buses and issues they experienced with accessibility. Members gave their accounts of how their transportation has been since the full complement of the 65 Gillig buses have been inservice since January 2014. The members concerns include:

- Slope of ramp too steep; are driver trained on use of kneelers?
- Not enough aisle width between securement areas. Less room available because securement areas are parallel to each other and flip-up seats are thick.
- Turning radius between the farebox and wheelhouse is too narrow.
- Modesty panels too wide behind wheelchair securement position. It is difficult for any passenger, strollers, walker, etc. to access rear of bus.

Suggestions:

- Make individual flip up seats with a thin profile and spring loaded (like the Van Hools)
- Restructure bus so the ramp is in 2nd door
- Narrower modesty panel
- Add stanchions or banisters on steps to the rear of the vehicle

After a long discussion AAC members would like to see retrofits of existing coaches; timeline for the procurement of additional 40' buses and would like the placement of ramp in the second door revisited on new vehicles.

The AAC will draft a letter to the Board of Directors expressing their concerns after they organize support from local community groups, and elected officials, and have them sign a letter of support of the AAC position on vehicles.

8. Discussion of Alternate Meeting Locations

Staff will update the AAC on alternate meeting locations during the July AAC meeting.

9. Review of Lift/Ramp Road Call Report

The report for the period of April 27, 2014 – May 24, 2014, showed 17 lift/ramp road calls. Of these 17 roadcalls, 2 were chargeable or mechanical.

10. Review of MCI Fleet Lift Report and Wheelchair Lift Cycling Report – MCI (6000 Series)

The Committee reviewed the MCI Fleet Lift Report and Wheelchair Lift Cycling Report. Drivers are continuing to do a great job in cycling the lifts during the pre-trip with the average percentage of cycled lifts above 95% daily with 2 days at 99%.

11. Service Review Advisory Committee (SRAC) Report

None.

12. Alameda County Transportation Commission (ACTC) PAPCO Report

None.

13. Public Comments

None.

14. Member Communications and Announcements

Pam Fadem announced that she will be out of town during the next meeting.

15. Staff Communications and Announcements

None.

16. Set Next Agenda & Meeting Date

The next AAC Meeting will be held Tuesday, July 8, 2014 at 1600 Franklin Street, 2nd Floor, Oakland, CA. Agenda items include Discussion with Training regarding AAC Involvement in Driver Training, and Draft Letter to the Board regarding Gillig Buses.

17. Adjournment

The meeting adjourned at 3:24 p.m.

ATTACHMENT 2
Draft Letter to the Board of Directors regarding Gillig Buses

6.12.14, AAC Gillig Letter draft

DRAFT

To: Greg Harper, President and all AC Transit Board Members

From: Scott Blanks, Chair AAC

Re: Gillig bus accessibility

Now that the full complement of the 65 new model Gillig buses have been on AC Transit routes since January 2014, members of the AAC and the public have had experiences in our daily travels that we feel are important to share with the Board before more of these buses are ordered/delivered and put out on the road. We have specific recommendations for bus modifications that AC Transit should consider to insure that seniors and people with disabilities can enjoy a “Better Ride” as the current campaign advertises.

As a brief reminder, we point you to the November 16, 2012 AAC letter to the Board regarding the prototype of the Gillig bus. We raised many concerns about accessibility at that time. Now that the buses are on the road, here are the specific problems with access that AAC members and members of the public report:

- Front entry ramp is too steep, making entry and exit very difficult.
- Angle from front entrance past wheel well into the bus aisle is too tight to safely navigate for people with canes, walkers, wheelchairs and other mobility aids.
- Bus aisle is too narrow. If a person in a standard size wheelchair enters the bus facing forward, it is either very difficult or impossible to turn around and back into the wheelchair securement area. AAC members have had to remove foot rests from wheelchairs to make these maneuvers. This is neither safe nor is it possible for many people.
- Because of NARROW AISLE, when both wheelchair securement areas are occupied, there is little room left for walking passengers to pass by to the rest of the seating areas. This creates terrible congestion at front of the bus.
- The flip seats in the wheelchair securement areas are too wide when they are flipped up, preventing wheelchairs from parking out of the aisle.

- Modesty Panels behind wheelchair securement areas are so wide, that they prevent strollers, shopping carts or even large walkers from being able to pass through. Again, this leads to front of bus congestion and the only two wheelchair securement areas are often utilized by those without mobility needs.
- Rear stairs lack any hand rail or bannister. This makes the stairs many passengers, especially seniors and all with any mobility concerns. We have seen young people slip on these steep stairs.

The AAC would like to recommend the following modifications that could be made to the current fleet and some changes that are possible to make to future buses accessible before they are ordered/delivered to AC Transit:

1. Narrower modesty panels to allow walkers, strollers, shopping carts and passengers to navigate past the first 8 seats on the bus.
2. Change the flip seats to individual rather than attached seats and to a narrower seat that folds closer to the bus wall.
3. Add stanchions or banisters to steps for safety.
4. Allow for a second door ramp. This would resolve the steep front ramp, sharp angle and front of bus congestion so that individuals in wheelchairs can enter via the second door.

We thank you for your attention and look forward to conversation with the Board about these recommendations. Our concern is for the safety and accessibility of our fleet as the Gillig bus becomes the ‘bus of the future’ for AC Transit. Unfortunately it does *not* provide a “Better Ride” for seniors or people with disabilities. In fact, it makes it a more difficult and uncomfortable ride for all AC Transit customers.

ATTACHMENT 3
Letter to AC Transit Board of Directors, November 16, 2012

November 16, 2012

AC Transit Board of Directors
1600 Franklin Street
Oakland, CA 94612

RE: Prototype Bus

The Accessibility Advisory Committee (AAC) toured the Prototype Bus on November 14, 2012 along with the Board of Directors during their Joint Meeting. Eleven of thirteen members of the AAC and an additional nine members of the public with disabilities were present and able to use the ramp and test other accessibility features. We seriously recommend that significant changes be made in the design of this bus for safety and accessibility. AAC comments and recommendations are listed below:

Ramp:

- The slope of the interior ramp is too steep. Passengers in wheelchairs must hold on to the stanchions to keep from rolling backwards. *This is very dangerous.* During our testing, even power wheelchairs were slipping backwards while entering. Manual wheelchair riders had great difficulty getting into the bus.
- Exiting the bus is dangerous as well because of the steepness of the ramp, not only for wheelchair riders but for those walking with other mobility aids such as canes and walkers.
- Because the ramp is so steep, a wheelchair rider will not be able to access the Clipper Card reader.
- The angle at the top of the internal ramp is too tight. The larger the wheelchair or scooter, the more difficult it will be to navigate the turn into the bus when entering, and onto the ramp from the aisle when disembarking.
- Finally, this raises the question about whether there should be any slope inside the bus at all. AC Transit currently has ramped buses with no interior ramp and slope.

Front of the Bus:

- If both wheelchair securement areas are occupied, a blind person has to move towards the back of the bus. A blind passenger should be seated closer to the driver as a visual reminder that the passenger's stop needs to be announced.
- If the two securement areas and the additional flip seats are occupied, how many seats are left? Out of a total of 37 seats, nine are in the wheelchair securement areas,

and another 19 are up the stairs at the back of the bus. This leaves very few seats for seniors, blind passengers and anyone else.

- The fare box is too tall. If the top of the fare box was slanted, individuals in wheelchairs would be able to see where the fare media payment goes.
- The Clipper Card reader is in a difficult location to access. Perhaps it could be moved closer to the fare box.
- Pull cords are more difficult to use—and for blind passengers, more difficult to locate- than the stop announcement buttons.
- Buses are more crowded and it will take longer to board in the front of the bus. This will upset the general public.

Securement Area:

- The flip seat release lever in the street side securement area should be moved forward towards the front of the bus. Currently, it is towards the back of the bus, too close to the wheelchair rider and may cause injury.
- The shoulder belt is too high. Either it needs to be moved lower, or it should be adjustable. It currently crosses the neck of a wheelchair rider.
- The forward securement U-clips are not safely designed. The U-clip may flip up and injure the foot of the wheelchair passenger.
- Aisle width: Two wheelchairs in the securement area leave very little room for a passenger to walk by. We measured the space with two wheelchairs secured--there was only *15 inches of passing aisle space!* Strollers, walkers, and shopping carts will have difficulty proceeding down the aisle.
- Flip seats are *12 inches width from wall into the aisle* when flipped up. This is a lot of space! Given that this is several times the comparable depth in the Van Hools & NABIs, it is simply unacceptably. We recommend we replace them with thinner flip seats or remove them completely.
- Consider making single flip seats, rather than a bank of connected seats. This may free up at least one seat for another rider even when a wheelchair rider is in the securement area.
- Stop request in securement area is not accessible. The button on the underside of the flip seat is too far forward. The center of the stop request button (at least curb side; street side wasn't measured) is 49" from the back of the wheelchair space. This makes it unreachable for most wheelchair users (see attachment for documentation). The button is also very low; this makes it even more unreachable. At a minimum, it should be moved to the upper back corner of the seat.
- The pull cords are equally difficult to access. They are too high.
- The flip seat lever is difficult to release. Is it possible to reduce the force needed to release the catch?
- The narrow aisle space prevents larger wheelchairs from turning around to maneuver into the securement area if there are seated passengers or another wheelchair in the opposite securement area.

- Large walkers cannot pass the securement area to the rest of the bus because the aisle is too narrow. The space between seat stanchions is only 23 inches wide. Strollers, shopping carts, and wide people will also be prevented from passing down the aisle. The wheelchair seating area sure will be crowded.

Back of the Bus:

- The stairs in the back of the bus are too steep. The bottom step has a 9 inch riser. The second step has a 9 ½ inch riser. This will be difficult for many seniors and others with mobility difficulties. We recommend reducing the riser height as much as possible, ideally to the conventional standard of 7", with a slope to achieve the rest of the 18 ½" height differential. Are there any stanchions or other hand holds to assist people in getting up and down?
- We recommend solid yellow tread on the steps rather than lights or just a strip on the stair edge.
- The step getting off the bus is difficult; there is nothing to hold on to. Please add a handhold to the rear door.
- The rear door should be changed to a power door. Otherwise, it is very difficult for many passengers to push and hold them open when getting off.
- The placement of the ramp in the second door alleviates many of the challenges experienced by the AAC and members of the public on Wed. (sharp turn angle at top of ramp, difficulty deploying in securement around wheel wells and narrow aisles, etc.), and leaves fixed seating in the front of the bus for seniors and passengers who are blind or have mobility disabilities.

Our greatest fear is that the combined changes on this model bus will significantly limit access for seniors, wheelchair riders and other Persons with Disabilities. We are concerned that these passengers will be left sitting on the street in inclement weather and at night, hoping that the next bus on their route will be able to provide them with access to public transportation as mandated by State and Federal laws. Without access to fixed route transit, we will see a spike in Paratransit ridership at a much greater cost.

The AAC would like to thank the Operations Department and the AC Transit Board of Directors for allowing the Committee to tour the Prototype Bus and for considering the comments and recommendations for improving the accessibility of the bus.

Sincerely,

Pamela Fadem
Chair, Accessibility Advisory Committee

Encl: Space Requirements for Wheeled Mobility

cc: Mallory Nestor-Brush, Accessible Services Manager
David Armijo, General Manager
Jim Pachan, Chief Operations Office
Robert Del Rosario, Director of Service Planning and Marketing
Stuart Hoffman, Technical Services and Maintenance Training Manager
Kim Huffman, Accessible Services Specialist
Scott Blanks, Vice-Chair, Accessibility Advisory Committee

**ATTACHMENT 4
Alternative Seating Analysis from RTD Denver**

Hale Zukas shared report at the July 9, 2014 Board of Directors meeting

Executive Summary

District Officers requested staff to conduct research on possible seat configurations that can address mobility device maneuverability issues and stroller navigation for future bus procurements. An Operation support group was assigned to address problems and identify feasible solutions that offer adequate room to position and secure wheelchairs patrons. Although the current Gillig seat configuration meets ADA regulations, the increasing size of wheelchairs and strollers poses problematic issues securing a second wheelchair passenger and limiting the aisle width. Table 1 provides a summary on alternative seat layouts that are measured against the current Gillig configuration with the Citipro AF flip seat installation.

Table 1: Seating Configuration Summary

Alternative Solution	Envelope Gap	Seat Capacity	Pros/Cons
Staggered layout	+ 10.64 in.	37	Pro: Gain WC maneuverability, Retain Seat passenger total Con: Consideration for Gillig fleet retrofit
Push Side by	+ 10.64 in.	36	Pro: Gain we maneuverability Con: Reduction in capacity level
Tandem Securemen	+0.22 in.	36	Pro: Open floor plan for WC or stroller navigation Con: Not transit industry standard (University/ Shuttle Service) Exiting rear we problematic at bus capacity

To maximize aisle width in the ADA floor plan, table 2 provides alternative options compared to the current Citipro AF that is installed on the Gillig buses. To avoid a passenger pinch hazard, the seat back is positioned 1 inch from the interior wall due to the Gillig window height position. The pinch hazard gap is accounted for in the max aisle width for each of the different options.

Table 2: Alternative Flip-Seat Summary

Flip Seat Option	Max Aisle Width	Pros/Cons
Citipro AF (Current Build)	72 in.	Pro: Seat back angled for comfort Con: Reduced aisle width, ADA maneuverability concerns
Bantam	80 in.	Pro: Increase 8 in. in aisle width, estimated decrease cost Con: Seat back angle reduced, altering comfort level, plastic insert unavailable

Aries Slim Flip	77 in.	Pro: increase 5 in. in isle width plastic seat available Con: Seat back angle reduced, altering comfort level, estimated decrease cost
Citipro Tip Up	76 in.	Pro: increase 4 in. in isle width, plastic insert available Con: Seat back angle reduced, altering comfort level estimated decrease cost

Control Measures

Although the current Gillig seat configuration meets ADA regulations, the increasing size of wheelchairs and strollers poses problematic issues securing a second wheelchair passenger and limiting isle width. The standard ADA wheelchair floor space requirement (48" X 30") was used in each seating option to quantify data and keep conformity measurements between the alternative configurations. This simulated a 30" width wheelchair, a four inch increase from the standard 26" requirement. Table 3 provides the measurement definitions used for analysis in calculating and comparing the maneuverability and isle width dimensions.

Table 3: Measurement Definitions

Measurement	Definition
Max Isle Width	Distance between the locked flip seats
Envelope Gap	Right angle calculation from opposite wheel well to adjacent ADA floor space
Flip-Seat Width	Distance from interior wall to locked flip-up seat (one side measurement)
Occupied Isle Width	Isle space between two 30" wide wheelchairs

Distance Analysis

The Operation support group outreached to the Drivers Committee for feedback regarding the stroller policy and gathered seating specifications from Gillig to support the analysis on the various seating layouts. To address the issue of boarding a second wheelchair patron, the envelope gap or the distance between the front isle corner of the curbside ADA floor space and the street side wheel well isle corner was measured. This distance provided a comparable control measure to determine the maneuverability of loading a second wheelchair passenger.

Calculating Envelope Gap

The baseline for the envelope gap was calculated using the basic right angle formula in figure 1 by triangulating a ninety degree in the seating layout. Using the current Gillig envelope gap in figure 2, we can calculate the measurement with the opposite side or distance from curb side ADA floor space to opposite wheel well (A=24) and the adjacent

side or distance from curb side ADA floor space to adjacent wheel well (B=5.7} to arrive at 24.67 inches for the hypotenuse or envelope gap.

Figure 1: Right Angle Formula



NABI / Gillig Comparison

The new Gillig fleet has the same ADA location as the 4000 series NABI fleet that has been in service for +11 years. Because of the issues raised, the NABI fleet was used as a baseline to compare the fleet securement areas as the buses are low floor with a front door ramp. Table 4 identifies the variance when comparing the control source measurements.

Figure 2: Gillig Envelope Gap

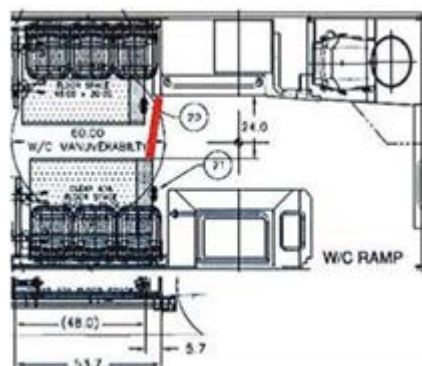
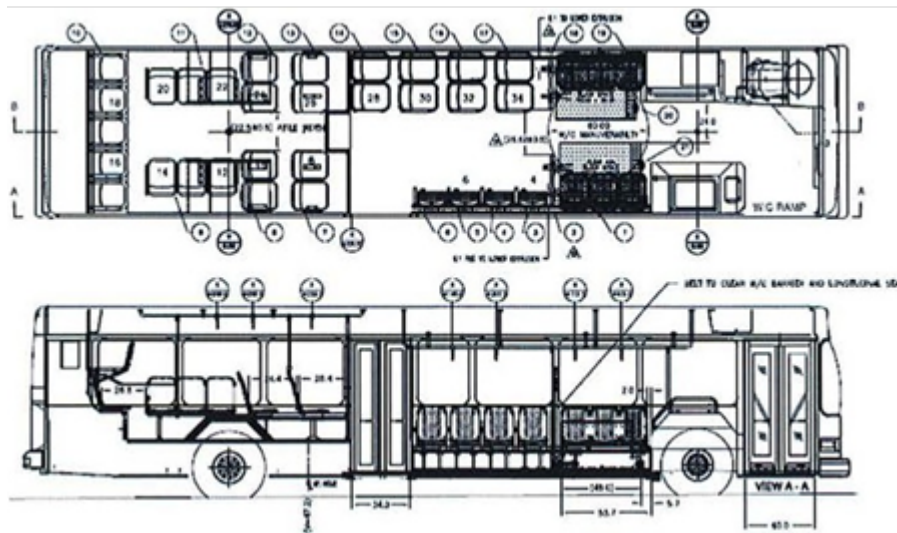


Table 4: NABI/Gillig Variances

Measurement	NABI	Gillig	Variance
Max Isle Width	79.0	72.0	7.0
Envelope Gap	29.5	24.7	4.8
Flip Seat Width (One-Sided)	9.2	11.5	(2.3)
Occupied Isle Width	18.5	13.0	5.5
Seating Capacity	35-37	37	-(2)

Figure 3: Current Gillig Seat Configuration

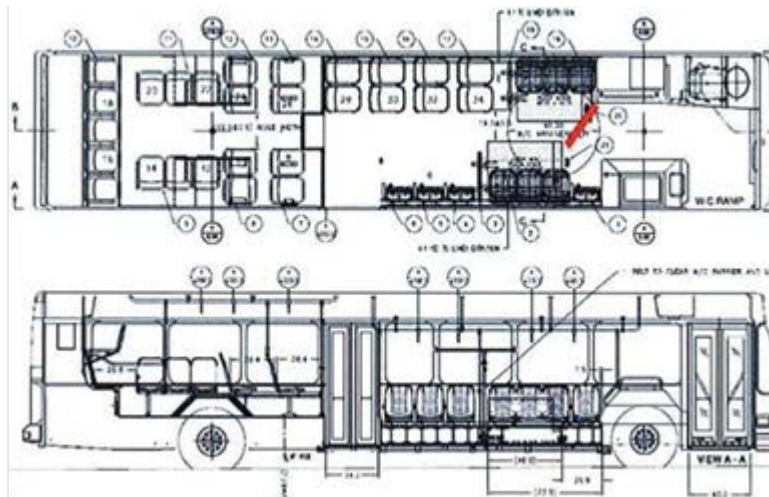


Alternative Configurations

Three alternative seating configurations were compared to the current Gillig transit bus seating layout. The alternative solutions increased the envelope gap by repositioning the ADA floor space, however may cause implications with seat capacity levels. The current Gillig ADA floor space is a side by side location and provides the required barrier for the first row of front-facing seats. The barrier requirement was recently implemented due to passenger injury litigation against New Flyer Industries.

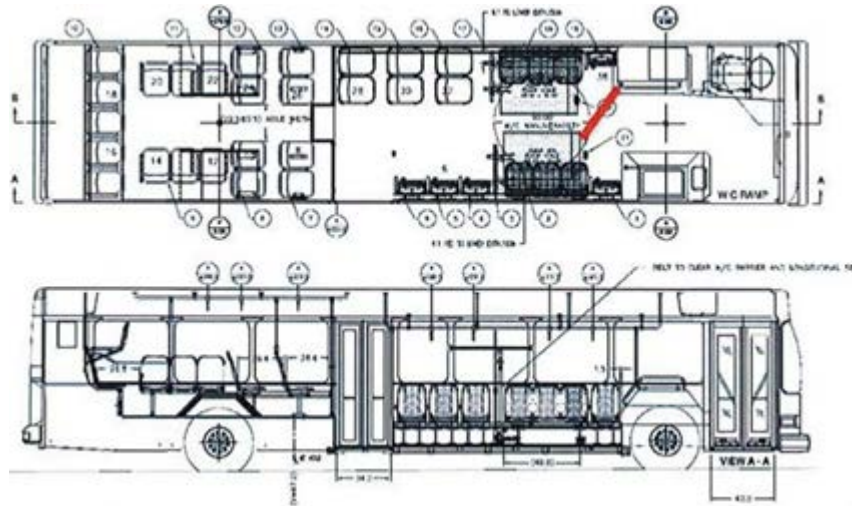
Configuration 1: Staggered Layout

The staggered configuration moves the curb side ADA space back with a reposition forward flip-seat, retaining 37 seats. A 35.37 envelope gap was calculated with the adjacent 25.9 measurement.



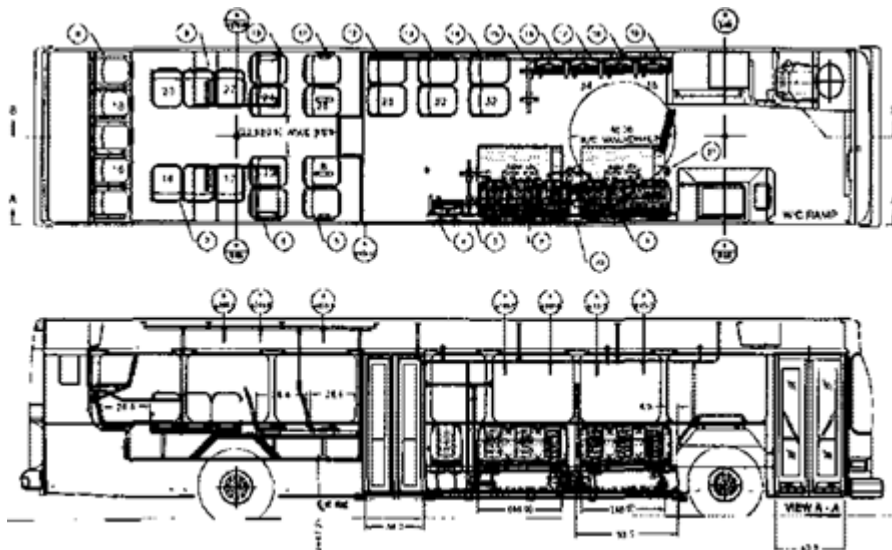
Configuration 2: Pushed Side by Side Layout

Relocates seat no. 4 forward of the ADA section, deleting seat no. 34 and relocating seat no. 33 forward of the ADA section. Capacity level reduced to 36 to accommodate the adjusted ADA street side location. The envelope gap is 35.37, however may cause navigation issues with two occupied wheelchairs.



Configuration 3: Tandem Layout

The tandem layout relocates the street side ADA floor plan to aft of the curb side ADA securement. The first four seats of the street side are isle facing with a barrier aft of the seat no. 34. The capacity level was reduced to 36 total passenger seats to accommodate the ADA street side relocation. The securement envelope gap was calculated at 24.89 given the adjacent 6.6 measurement. During Gillig outreach, it was found that this layout is used for University or shuttle buses, designed to hold standing passengers for quick route destinations.

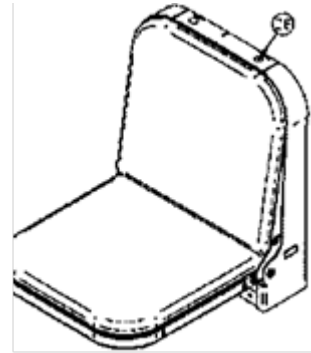


Alternative Flip Seat

The current Gillig flip-up seat width from the inner wall is 11.5 inches. To avoid a passenger pinch hazard, a 1 in. gap is configured on each side due to the Gillig window height position. To gain maneuverability and isle width in the ADA floor space, the following alternative options are examined.

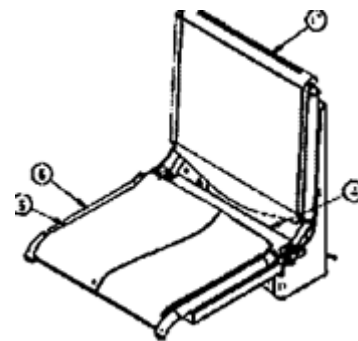
Bantam Individual Flip Seat

The thinnest seat offered by the manufacturer at 5.31 in. saving 4 in. per ADA space and increasing the isle width by 8 in. Because of aluminum structure, it may be a cost decrease. Has more vertical backing than current flip seat, altering comfort level.



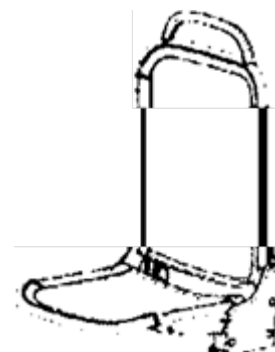
Aries Slim Flip

The next thinnest seat offered by the manufacturer at 7.00 in. saving 2.5 in. per ADA space and increasing the isle width by 5 in. Also has more vertical backing than current flip seat, altering comfort level.



Citipr Tip Up

Thinner version from the current Citipro seat using the same seat inserts. The Tip Up has a depth of 7.5 in. saving 2 in. per ADA space and increasing the isle width by 4 in. The seat is not reclined and has the maximum vertical backing, which may alter the comfort level of passengers sitting in the ADA section.



ATTACHMENT 5
4th Quarter (April 1 – June 30) FY 12/13 and FY 13/14
Customer Relations ADA Complaints
Comparison

Complaint	4th Qtr FY 2012-2013	4th Qtr FY 2013-2014
<u>80 ADA-KNEELER</u>	0	0
<u>81 ADA-SECUREMENT ISSUE</u>	6	2
<u>82 ADA-CALL STOP ISSUE</u>	1	1
<u>83 ADA-PRIORITY SEATING ISSUE</u>	10	4
<u>84 ADA-CONDUCT/DISOURTESY</u>	55	44
<u>85 ADA-LIFT/RAMP ISSUE</u>	17	4
<u>86 ADA-DISCOUNT FARE DISPUTE/SHOW ID</u>	7	5
<u>87 ADA-PASS UP</u>	38	26
<u>88 ADA-REFUSED ACCESS</u>	17	11
<u>89 ADA-GUIDE/SERVICE ANIMALS</u>	9	8
<u>90 ADA-CARRIED BEYOND STOP</u>	4	3
<u>91 ADA-BOARDING AND ALIGHTING ISSUE</u>	2	6
<u>92 ADA-HAZARDOUS OPERATION</u>	3	7
<u>93 ADA-RELATED EQUIPMENT OR SIGNAGE</u>	1	0
<u>94 ADA-PARATRANSIT POLICY CONCERN</u>	0	0
<u>95 ADA-OTHER</u>	6	4
Totals	176	125

*** Note that total complaints does not equal total tickets. Tickets can have multiple codes. So the total number of complaints will always be higher than the total number of tickets.

ATTACHMENT 6
 Lift /Ramp Road Call Report
 July 27, 2014 – August 23, 2014

Coach Series	Type	Date	Coach #	Line #	Operator Length of Service	Problem Reported	Problem Found <i>* Indicates Chargeable</i>
1000 (VH-Ricon)	Ramp	8/3/14	1057	72	60+ mos.	DRAWER KNOB FELL OFF	BROKEN LATCH
1000 (VH-Ricon)	Ramp	8/6/14	1029	51A	60+ mos.	DRAWER WON'T LATCH	BROKEN LATCH
1000 (VH-Ricon)	Ramp	8/15/14	1042	18	60+ mos.	DRAWER KNOB BROKE OFF	BROKEN LATCH ASSY.
1000 (VH-Ricon)	Ramp	8/17/14	1030	51A	12-24 mos.	BROKEN DRAWER KNOB	BROKEN LATCH
1000 (VH-Ricon)	Ramp	8/19/14	1006	72R	60+ mos.	KNEELER WON'T RAISE	B.O. KNEELER SWITCH*
1100 (VH-Ricon)	Ramp	8/5/14	1100	88	12-24 mos.	RAMP WON'T STOW	HAND CONTROL B.O.*
1300 (Lift U)	Ramp	8/7/14	1347	72	60+ mos.	RAMP LIGHT ON WHILE BUS IS MOVING	STOW SWITCH OUT OF ADJUSTMENT*
1300 (Lift U)	Ramp	8/19/14	1356	88	60+ mos.	DAMAGED RAMP DRAWER	B.O.SENSOR AND PULL RING*
2000 (VH-Ricon)	Ramp	8/7/14	2044	57	12-24 mos.	MIDDLE DOOR MALFUNCTIONING	RAMP CHECKED OK
2100 (VH-Ricon)	Ramp	8/13/14	2198	801	60+ mos.	DRAWER KNOB BROKE OFF	BROKEN LATCH ASSY.
2100 (VH-Ricon)	Ramp	8/21/14	2199	1R	60+ mos.	BELT STUCK ON WHEEL CHAIR	OPERATOR ERROR

Operator Length of Service Totals:

0-6 Mos: **0** Operator; 7-12 Mos: **0** Operators; 12-24 Mos: **3** Operators; 25-60 Mos: **0** Operators; 60+ Mos: **8** Operators
 (89) (126) (58) (162) (981)

Series	Year Added	Type	Qty
1000	2003	True Low Floor Standard (40 ft.)	95
1200	2008	True Low Floor Standard (40 ft.) <Van Hool>	27
1300	2013	Standard Low Floor (40 ft) Gillig	65
1400	2014	Standard Low Floor (40 ft) Gillig	30
2000	2003	True Low Floor Articulated	47
2100	2006-2009	Suburban Articulated	33
2200	2013	Standard Low Floor (60 ft.) <New Flyer>	23
4000	2000-2002	Standard Low Floor (40 ft.) <NABI>	47
5000	2006	Low Floor Standard (30 ft.)	51
5100	2009	Low Floor Standard (30 ft.)	39
6000	2000-2003	Commuter Coaches <MCI>	46
6100	2013	Commuter Coaches (40 ft.) <Gillig>	54
FC	2010	Fuel Cell Standard (40 ft.)	12
			<i>Total</i> 569
<i>* Please note the 7200's are classified as 4000 series buses.</i>			

ATTACHMENT 7**MCI FLEET LIFT REPORT – AUGUST 23, 2014**

Listed below is the weekly report of the MCI wheelchair lift status at All Divisions.

Total All Divisions Lifts	<u>46</u>
Working Lifts	<u>46</u>
B.O. Lifts waiting repair	<u>0</u>
P.M. inspections remaining	<u>0</u>
P.M. inspections complete	<u>4</u>
Roadcalls	<u>1</u>

B.O. by Division

Emeryville	E. Oakland	Hayward
0	0	0

Repaired by Division

Emeryville	E. Oakland	Hayward
3	3	1

P.M. Inspections Due by Division

Emeryville	E. Oakland	Hayward
0	0	0

P.M. Inspections Completed by Division

Emeryville	E. Oakland	Hayward
2	2	0

ATTACHMENT 8
Wheelchair Lift Cycling Report
July 27, 2014 – August 23, 2014

Date	Number of Lifts Cycled	Percentage of Fleet
7/28/14	88	96%
7/29/14	88	96%
7/30/14	86	93%
7/31/14	90	98%
8/1/14	85	92%
8/4/14	89	97%
8/5/14	90	98%
8/6/14	88	96%
8/7/14	84	91%
8/8/14	84	91%
8/11/14	87	95%
8/12/14	90	98%
8/13/14	85	92%
8/14/14	89	97%
8/15/14	83	90%
8/18/14	87	95%
8/19/14	85	92%
8/20/14	84	91%
8/21/14	85	92%
8/22/14	89	97%

Note:

- This report is for the MCI fleet only (46 active vehicles).
- Coaches are put into service twice a day.
- This report is only for vehicles in service on dates listed.
- MCI's Operate only Monday – Friday.